

**CALIFORNIA COMMISSION ON DISABILITY ACCESS  
EDUCATION AND OUTREACH COMMITTEE  
MEETING MINUTES**

**February 5, 2014**

**1. CALL TO ORDER**

Chair Betty Wilson welcomed everyone and called the meeting of the Education and Outreach Committee of the California Commission on Disability Access (CCDA or Commission) to order at 10:00 a.m. at the City of Los Angeles Department on Disability, 201 North Figueroa Street, Suite 100, Los Angeles, California 90012.

The off-site meeting locations for teleconference were the Department of Rehabilitation, 721 Capitol Mall, Room 244, 2<sup>nd</sup> Floor, Sacramento, California 95814; the Independent Living Center of Kern County, 5251 Office Park Drive, #200, Bakersfield, California 93309; and the San Francisco Lighthouse for the Blind, Bank of America Room, 214 Van Ness Avenue, San Francisco, California 94102.

Chair Wilson reviewed the meeting protocols.

**ROLL CALL**

*Committee Members Present:* Arnie Lerner (Teleconference)  
Richard Ray  
Stephen Simon (Teleconference)  
Jimmie Soto (Teleconference)

*Commissioners Present:* Betty Wilson, Chair  
Chris Downey (Teleconference)  
Michael Paravagna (Teleconference)

*Committee Members Absent:* Paula Pearlman

*Commissioners Absent:* Lillibeth Navarro

*Staff Present:* Stephan Castellanos, Executive Director  
Angela Jemmott, Program Analyst  
Steven Funderburk, Office Technician

*Also Present:* Richard Skaff, Executive Director, Designing  
Accessible Communities (Teleconference)

Staff Member Jemmott called the roll and confirmed the presence of a quorum.

**CALIFORNIA COMMISSION ON DISABILITY ACCESS  
EDUCATION AND OUTREACH COMMITTEE  
FEBRUARY 5, 2014, MEETING MINUTES**

**2. COMMENTS FROM THE PUBLIC ON ISSUES NOT ON THIS AGENDA**

There was no public comment.

**3. CHARGE OF THE EDUCATION AND OUTREACH COMMITTEE - REVIEW OF THE 8299.06**

Executive Director Castellanos stated the Commission was established with the passage of Senate Bill (SB) 1608. SB 1186 was a revision to that initial bill. The Commission's role is to provide education and resources related to the issue of mandated access compliance. It is perceived that there is a high incidence of lawsuits against small businesses in California. The Legislature felt that education, training, and outreach was an important missing component to inform business owners of their responsibilities. Government Code Section 8299.06(a) states, "A priority of the Commission shall be the development and dissemination of educational materials and information to promote and facilitate disability access compliance."

Over the years, the Commission has assembled a good unit of government, conducted meetings, collected data, and established a website, which is one of the critical and key resources for education and outreach. Until now, the Commission has not concentrated on the development and dissemination of educational materials and resources. The Education and Outreach Committee will undertake this critical component.

The data collection helped the Commission gain an understanding of where the real problems are, and the Committee needs to develop targeted pieces of information and an educational resource for the most significant components and identify how best to reach out, whether or not there is a single methodology or multiple avenues. Education is the priority in how and to whom the Committee reaches out, with whom it partners, and how the effort will be funded. Staff will be looking to this Committee to assist them in meeting the Commission's duties and responsibilities as articulated in the law.

This is an issue that affects millions of people in California from both the business and disability communities, and has engendered negative feelings. It is important not only to train people to meet the responsibility, but to help them understand the people with disabilities in California, the role they play, and how much better the state could be through their inclusion in a more significant manner through providing access. This is going to be a significant undertaking, and staff will look to this Committee for wisdom and help in guiding this activity.

Chair Wilson added that the Committee must be concerned with program access as well as architectural access, ensuring that all people are able to access information in electronic media and print. California has been recognized internationally as a leader in the area of architectural and program access for people with disabilities and has a responsibility to lead by example.

**CALIFORNIA COMMISSION ON DISABILITY ACCESS  
EDUCATION AND OUTREACH COMMITTEE  
FEBRUARY 5, 2014, MEETING MINUTES**

**Action Items**

- No action items.

**4. UPDATE ON 2013 LEGISLATIVE REPORT**

Executive Director Castellanos stated Senator Steinberg's office wanted additional information on the data collection, namely the number of lawsuits and what they represent. They have given until February 14<sup>th</sup> to add the appendix.

The Commission, annually, is required to report to the Legislature on its activities for the past year. The second report is to inform the Legislature on data collection efforts, about the number of lawsuits collected and what they represent in terms of deficiencies and significant violations, including where and why they are occurring.

The Commission was asked to develop a project that collected demand letters and lawsuits on construction-related violations, and has been working on that since September of 2012. This will continue through 2016. It forms, for the first time, a baseline of understanding about what this means in California, what is happening, who the plaintiffs and defendants are, what the types of violations are, and whether they are frivolous.

To date, staff has collected nearly 2,500 distinct letters or claims that have been filed. That is a significant primary achievement for 2013. The resulting information will guide the activities of this Committee, and will ideally lead to more activity from the Legislature, if necessary, on what the Commission can do to assist small businesses and persons with disabilities in achieving full compliance.

Another achievement for 2013 was the redesign of the website as a primary communications tool. The initial website was developed under the guidance of the California Building Standards Commission (CBSC). It was a good website, but it was a government website. The new website and the Commission's role is different in that there is an audience that needs to use this website in a different way than most other government websites, and it is the only website in California that focuses distinctly and solely on this issue of full compliance with access regulation.

In work with the Division of the State Architect (DSA), the Department of Rehabilitation (DOR), and other stakeholders, the Commission crafted a new website that is focused more on the stakeholder groups. What they put out this year was version one, and they are already planning for version two, as they add more educational resources and tools through the work of this Committee. They will also add different aspects to the website to begin to develop independent dialogue and some sense of community between the stakeholders, where they can share information and resources among themselves.

At the beginning of 2013, the Commission lost its executive director, was in temporary quarters and did not have its own office space, and was operating with a shortage of appointments to the Commission. The Commission has eleven appointed

**CALIFORNIA COMMISSION ON DISABILITY ACCESS  
EDUCATION AND OUTREACH COMMITTEE  
FEBRUARY 5, 2014, MEETING MINUTES**

members and five additional ad hoc members that include the state architect, the attorney general, and members from each house of the Legislature. Staff worked with the Legislature and with the governor's appointment office to better-populate the Commission. There are still a few outstanding positions, and staff continues to work the governor's office in filling those positions.

The Commission is focusing on educational materials and outreach. In the past, it has borrowed from other resources. There are many resources available from the federal and local government levels and other states across the country. The Commission has been establishing local government partnerships, and expanding partnerships with other state agencies that represent people involved in this issue, including architects, engineers, contractors, and organizations that deal with persons with disabilities. The Commission is trying to find ways to share those stories around the state, which is a significant opportunity.

The Commission works closely with the Certified Access Specialist (CAsp) inspectors' organization as they grow and develop, and is working with them on an inspection checklist, focusing on issues with the development and training of inspectors in California, and learning how to strengthen that program. This group of inspectors was written into the law that created this Commission, so there is a significant tie between lawsuits, inspection, the capability of this group of inspectors, and their licensing and training functions.

Spreading the Commission's message through developing partnerships and strong collaborative relationships was a significant focus in 2013, and will continue to be so with this Committee's support going forward.

**Action Items**

- No action items.

**5. STRATEGIC PLANNING GOALS**

Jodie Monaghan, the Lead Mediator for the Center for Collaborative Policy (CCP), stated the CCDA is embarking on a strategic plan to guide its efforts over the next three to five years. The CCP is an off-campus department of Sacramento State University, doing public policy mediation and facilitation and helping public agencies achieve their mission by using collaborative tools. The CCDA mission is promoting disability access through dialogue and collaboration with stakeholders.

The CCP recommended doing a stakeholder assessment to understand access issues and challenges from a variety of perspectives, to identify opportunities for the CCDA to increase compliance, and to identify opportunities to build relationships between stakeholders. They formed a six-member design team and developed a questionnaire and a list of thirty-two interviewees to be inclusive of various perspectives.

**CALIFORNIA COMMISSION ON DISABILITY ACCESS  
EDUCATION AND OUTREACH COMMITTEE  
FEBRUARY 5, 2014, MEETING MINUTES**

Ms. Monaghan stated the CCP is in the process of creating a summary findings report and recommendations for the CCDA to consider in developing the strategic plan. The report will be shared in the next full Commission meeting.

She stated the CCP hopes to schedule the two-day Strategic Plan Workshop in April or May to create a work plan of goals and objectives the Commission should pursue for the next three to five years. The design team and staff will invite stakeholders to participate. Because of Bagley-Keene, Commission participation may be limited.

Following the development of the strategic plan, the CCP plans to conduct validation workshops in several parts of the state, presenting their findings and gathering feedback. The design team and staff will invite stakeholders to participate.

The CCP will then refine the strategic plan and bring it to the Commission for approval.

Ms. Monaghan recommended that this Committee start to create a "parking lot" or preliminary list of suggestions the Committee might do in the future to be added to the strategic planning workshop.

**Commissioner Questions and Discussion:**

Chair Wilson stated the full Commission meeting will be April 21-22 in Los Angeles, and it will be a good time for Ms. Monaghan to present on the strategic plan.

Committee Member Simon asked for clarification on the "parking lot" list.

Ms. Monaghan stated it is a list of suggestions that can include tasks, ideas, and overarching goals and objectives that can be brought into the process.

Commissioner Downey suggested using a term other than "parking lot," as it is too close to the issues within the concerns of the Committee.

Ms. Monaghan suggested the term "education and outreach ideas."

Commissioner Paravagna suggested it may be helpful to think of the best situation for the Commission, and then begin to work backwards to the tasks and issues to be taken on to reach that level. Those ideas become the education and outreach ideas list.

Ms. Monaghan agreed with beginning with the goals, what the desired future condition should look like, and the objectives. Then an implementation plan can be put into place to make it happen.

Committee Member Lerner suggested the education and outreach ideas should focus on priorities, such as the issues that come up most in the lawsuits and that give the most accessibility.

Ms. Monaghan agreed and stated there are always more goals than there is time and money to realize them. Prioritizing is important. She asked the Committee to

**CALIFORNIA COMMISSION ON DISABILITY ACCESS  
EDUCATION AND OUTREACH COMMITTEE  
FEBRUARY 5, 2014, MEETING MINUTES**

focus on education and outreach ideas that would contribute to the strategic plan that the strategic planning group can consider.

Chair Wilson asked Commissioners to send their suggestions to staff by Monday, February 17<sup>th</sup>. Staff email addresses are listed on the CCDA website.

**Action Items**

- Commissioners are to send suggestions for the education and outreach ideas list to staff by Monday, February 17<sup>th</sup>.

**6. RESEARCH AND DATA COLLECTION**

Executive Director Castellanos stated the purpose for the data collection was to help the Commission set priorities based on where the significant issues are. With the Commission's discussion on this issue and making this a part of the report to the Legislature on the incidents of noncompliance, where they are occurring, and the types, it has raised a number of questions that will make an interesting discussion for this Committee.

The law asks the Commission to post the top-ten violations every six months. The Commission has posted twice on the top-ten violations statewide. The top-ten violations changed between reporting periods, but not significantly.

The next level of analysis for this Committee to undertake is how consistent the top-ten violations are on a regional basis, how to reach out, what and where the tools are, and to whom to reach out to in order to be the most effective with limited resources. Staff is collecting what is happening statewide. The Committee needs to begin disaggregating the data to better understand if the issues are consistent across the diverse regions in the state, and whether or not there is reason to consider taking a regional approach to the educational modules, speaker engagements, and other methods the Committee feels are most effective for providing outreach and education.

The website is a statewide tool. The data collection itself uses a list of approximately fifty items that were established by staff. At some point, after the top-ten items, the Committee should begin looking at the other forty items that remain on the list, and developing a more comprehensive tool targeting business owners.

Chair Wilson stated, as this Committee is providing educational materials and modules, it needs a pre- and post-analysis. The education would be the intervention. It would be helpful to work with universities and interns.

Executive Director Castellanos agreed. Unfortunately, the only thing that is out there that the Legislature is looking at is whether there will be a reduction in lawsuits through education. This will be an important topic for further discussion. He stated he would like to see this Committee discuss other types of measurements in terms of the pre- and post-effectiveness of education.

**CALIFORNIA COMMISSION ON DISABILITY ACCESS  
EDUCATION AND OUTREACH COMMITTEE  
FEBRUARY 5, 2014, MEETING MINUTES**

Executive Director Castellanos stated the need for more accessible communities. A state the size of California might be achieving a great deal in terms of increasing compliance, developing more accessible communities, and developing a deeper understanding about these issues among citizens, while still seeing the same number of lawsuits being generated in the state. The question becomes whether the 2,500 lawsuits per year are excessive. There is an assumption that it is.

He agreed with Chair Wilson on how to target the audience in terms of education, and the pre- and post-analysis. It would be great if this Committee helped develop those metrics in a way that brings a better understand into what the real nature of the problem is beyond lawsuits.

Chair Wilson stated this is allied within research design, which is why the Committee needs the help of universities.

**Public Comment:**

Richard Skaff stated this is a complex issue. It starts with the fact that licensed professionals, such as architects, come out of the university and are certified by the licensing boards. Kevin Jensen is on the board that reviews the architectural programs within universities for accreditation every three years. He has continually encouraged universities to take on the responsibility of educating their architectural students in the area of access, nationally with the Americans with Disabilities Act (ADA) and, in California, with the ADA and the California Building Code, but has been unsuccessful.

Mr. Staff stated there is a basic structural problem there. There is also a basic structural problem within the licensing boards and how they carry out their duties in overseeing their licensed members, such as architects, engineers, and contractors.

There is a whole class of quasi-licensed through the International Building Officials Association of building inspectors, plan checkers, and building officials. In response to a survey done by a group of building officials throughout California, every member of the California Building Officials Association (CALBO) indicated they were not enforcing many of the regulations. They are not able to keep up with the training. Small communities do not have the budgets in the building departments.

One of the problems statewide and nationally is the uncontrolled level of training by anyone who wants to do training with no oversight, no centralized review, and no audit of the trainers.

Chair Wilson stated her appreciation for Mr. Staff's comments. That is something this Committee will be taking on and needs to discuss how to approach it to get the best results.

Executive Director Castellanos agreed. The Commission, as part of its training responsibility, has to look at the framework that supports compliance itself. He stated he will speak with Mr. Skaff on this.

**CALIFORNIA COMMISSION ON DISABILITY ACCESS  
EDUCATION AND OUTREACH COMMITTEE  
FEBRUARY 5, 2014, MEETING MINUTES**

Mr. Skaff stated licensed architects say many times that, if they do what is required and the owner does not want them to do it, they will be fired and another architect or a project manager will be found to do it the way the owner wants. There must be a way that the Commission can ensure that businesses have to come into compliance.

Committee Member Ray asked whether Mr. Skaff is focused more on physical accessibility.

Mr. Skaff stated his previous comments were related to physical access and did not speak about Title II entities under the ADA, which is a whole other area of concern. The issue of program accessibility within public agencies is an important aspect, and there are many lawsuits against public entities, not only for physical access, but for lack of programmatic access.

**Commissioner Questions and Discussion:**

Committee Member Simon stated Committee Member Ray's question goes back to the legislative report, to the number of lawsuits and whether the kind of complaints that lawsuits are addressing go beyond physical access.

Chair Wilson stated this Committee and the Commission must include program access, which includes communication as well as architectural access.

Committee Member Simon asked if those numbers of lawsuits are included.

Executive Director Castellanos stated every lawsuit that has been filed in the state of California is in the report that relates to the failure of a business to provide access. Staff is focusing on construction-related issues as a result of the top-ten filing, and this is part of a prioritization problem and limited resources, but so many businesses are doing business online. How and when the Commission chooses to address these things, how they collect data, and what the nature of the problem is must be considered as it begins to develop programs for those types of items.

Committee Member Paravagna stated the need to be careful in terms of communication, because there is a destructive and unfortunate perception out there in parts of the state that ADA compliance is for physical access only. The Committee needs to ensure it is understood that Title II entities must make their programs, services, and activities readily accessible to persons with disabilities, and Title III entities must make their goods and services accessible to persons with disabilities. That very often goes beyond brick and mortar. This Committee needs to be careful in communicating challenges so that it can begin to create a better understanding of the full range of issues that are impacting people with disabilities.

**Action Items**

- No action items.

**7. COLLABORATION AND FUNDING (PRIVATE AND PUBLIC); DSA AND DOR**

**CALIFORNIA COMMISSION ON DISABILITY ACCESS  
EDUCATION AND OUTREACH COMMITTEE  
FEBRUARY 5, 2014, MEETING MINUTES**

Chair Wilson stated the need for extra funding resources outside of the DSA and the DOR.

Executive Director Castellanos stated the Commission is still in discussions with the DSA and the DOR. The source of the funds that were written into the law in 2012 is based on business licenses in California. In 2012, the law required local agencies, when they issue business licenses, to collect another dollar for every license. They keep seventy percent of that in their local jurisdiction to help them in their building departments and to expand their use of access inspection locally.

Thirty percent of the dollar that is collected locally comes to the state through the state architect. Of that thirty percent, the state architect is allowed to use up to seventy-five percent to expand the training and testing of access inspectors. The DSA is to use the rest of the funds for education and outreach in collaboration with the CCDA and the DOR. It is not a significant amount of money.

Staff is in negotiations with the DSA on how to get together to use these funds, and has caught the interest of the Legislature. The chief of staff of the author of the bill is coming to the next meeting to speed up the process and give access to those funds within the first quarter of this year.

Chair Wilson stated this Committee will need to discuss funding sources from private industry, the corporate sector, and public agencies. She asked staff to add that as an agenda item for the next Committee meeting.

**Action Items**

- Staff is to add collaboration and funding to the next Committee meeting agenda.

**8. WEBSITE, EMAIL, PUBLISHING, SPEAKERS BUREAU, ETC.**

Chair Wilson stated the need to get into the website, email, publishing, speakers, etc., more extensively. She asked Commissioners to provide ideas and contact information to set up this kind of outreach, such as the radio show she will be on this month to talk about the CCDA, where people know nothing about the Commission. She asked to move that discussion to the next Committee meeting.

**Action Items**

- Commissioners are to provide outreach ideas and contact information to staff.
- Staff is to add this agenda item to the next Committee meeting agenda.

**9. PRESENTATION BY COMMISSIONER MICHAEL PARAVAGNA**

**Proposed Talking Points for Commissioners Conducting Outreach**

Commissioner Paravagna stated he is drafting ideas for proposed talking points for people to respond to. Each Commissioner should take on the responsibility of looking at outreach in their communities, which may include local television and radio, and needs to think about how to bring the mission forward to create (a) a

**CALIFORNIA COMMISSION ON DISABILITY ACCESS  
EDUCATION AND OUTREACH COMMITTEE  
FEBRUARY 5, 2014, MEETING MINUTES**

better understanding of the issues and what the Commission does, and (b) new partners around the state.

He asked for suggestions for talking points. Commissioners should be looking at talking to building officials, independent living centers, chambers of commerce, and service clubs, piggybacking on other peoples' conferences, doing workshops, and looking at some relationship with CALBO. Commissioners can use these talking points with the relationships they already have that can be built on. He suggested submitting individual plans for outreach over the next few months and summarizing what has happened every six months.

**Action Items**

- Commissioners are to provide suggestions for talking points to staff.

**10. RESTAURANT GUIDE**

Executive Director Castellanos stated Richard Skaff and his organization have developed a guide to access for restaurants. It is particularly useful in looking at the lawsuit data collection. Food service establishments are high on the list of being subject to lawsuits. Mr. Skaff had asked for support in completing this and getting it out. This is in the agenda now for the Committee to look at, and it will be added to a future agenda to consider how the Commission can best support this, work with Mr. Skaff, and provide this kind of tool more broadly.

**Public Comment:**

Mr. Skaff stated he spent about a year putting this together with a person with a master's degree in architecture. One of the major areas of failure is the restaurant industry. There is a huge void of knowledge in the industry. He stated he was in the restaurant business for over twenty years in the past, and, if he was still in the restaurant business, he would be as unaware of access requirements as many are in the industry. That is because it is difficult to operate a restaurant and keep food and liquor costs under control. Adding the requirements of knowing what access features a restaurant is supposed to have is a difficult thing to ask.

The California Building Code is more restrictive than the ADA standards. This guide incorporated the most restrictive requirements from both the California Building Code and the ADA standards. The restaurant guide is posted on Mr. Skaff's website. He stated his interest is to make public accommodations accessible. The basic structure of the document is there. Keeping it up to date is not that expensive, but does require funding to analyze the difference between the guide and the 2010 Building Code, which incorporates most of the ADA requirements that were adopted in 2013 by the CBSC.

Executive Director Castellanos stated he will work up a budget for how much it would take to update and review the restaurant guide before it is posted on the

**CALIFORNIA COMMISSION ON DISABILITY ACCESS  
EDUCATION AND OUTREACH COMMITTEE  
FEBRUARY 5, 2014, MEETING MINUTES**

website. The Committee will need to determine how to make sure it remains current in the future, because Codes are constantly changing.

Committee Member Simon asked if Mr. Skaff was suggesting that the Commission disseminate the guide to business owners.

Mr. Skaff requested that the restaurant guide be added to the Commission's website. Alerting the California Restaurant Association and business owners that the Commission has this restaurant guide with a checklist at the back is a positive thing.

**Action Items**

- Staff is to work up a budget for how much it would take to update and review the restaurant guide.
- Staff is to add the restaurant guide to the next Committee meeting agenda.

**11. FUTURE AGENDA ITEMS**

Chair Wilson asked staff to add collaboration and funding; website, email, publishing, speakers bureau, etc.; and the restaurant guide to the next Committee meeting agenda.

**12. ADJOURN**

Chair Wilson adjourned the meeting at 11:35 p.m.